



# HEALTH INFORMATION TECHNOLOGY PATHWAY

## MAINE'S HEALTHCARE INDUSTRY NEEDS YOU!

Even if you don't have any experience, health care facilities from hospitals to long-term care centers have openings to fill today. Health Information Technology or Health IT is increasing in Maine. It is a great field to get in to if you are interested in health and working with computers and numbers. This field pays well and doesn't require a college degree in order to get started.

## NOW IS A GREAT TIME TO ENTER THIS IN-DEMAND FIELD!

There are many opportunities for work and education in Western Maine. Read more to learn about how you can enter this field.

## WHAT DOES THIS PATHWAY LOOK LIKE?

There are many roles within the health care administration and **health information technology** field. Most settings involve offices, however depending on your role, you may work with patients or you may work with computers. Below is an outline of the different jobs.

**DO YOU**  
Like working with computers?

**ARE YOU**  
Good at paying attention to detail?

**DO YOU**  
Want to help make health care processes run smoothly?

Then this may be a career pathway for you!



### Patient Services Representative (Receptionist)

*No experience necessary  
High School Diploma or equivalency*

### Medical Coder

*High School Diploma or equivalency  
Coding Certificate*

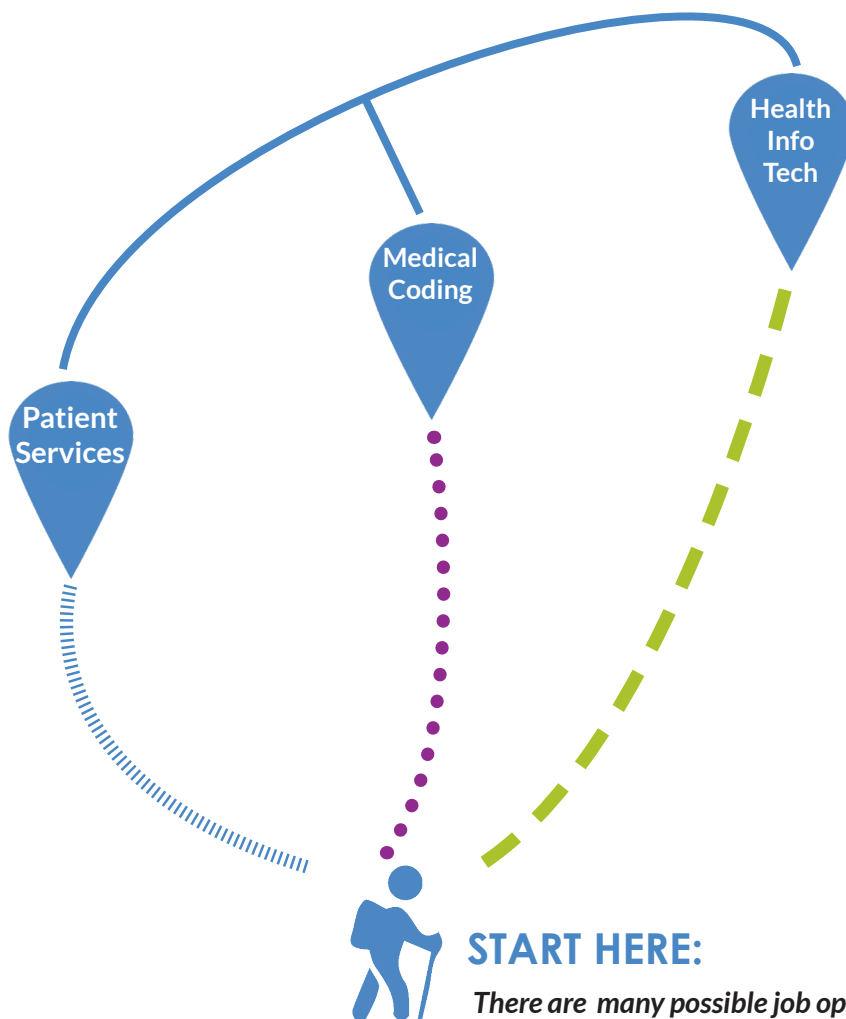
### Medical Records & Health Information Technology (IT)

*Certificate or Associate's Degree necessary  
Higher pay opportunities*

**ARE YOU INTERESTED?**  
TURN THE PAGE to find out more about what steps you can take!



# HEALTH INFORMATION TECHNOLOGY PATHWAY



## START HERE:

***There are many possible job opportunities in this pathway!***

*You can start at any place along the path as long as you have the experience or education needed for the role. You can also move up the path from one job to another once you have completed the right level of education.*

*For example, you could work as a Receptionist, take the Medical Coding course and earn your certificate to become a Medical Coder; or you could enroll directly into a Health Information Management degree program to become a Health Information Technician.*

## PATHWAY KEY

||||| No experience needed

●●●●● Some education / training needed

■ ■ ■ Associate's or Bachelor's degree needed

## PATIENT SERVICES REPRESENTATIVE

This job is also sometimes called *Receptionist*

### Job Description

Front-desk customer service in hospital or medical office. Greets and directs patients, gathers paperwork from new patients, answers phone, schedules appointments, enters health information into electronic system, collects payments, maintains patient charts in a filing system



### Work Settings

Hospitals, medical offices



### Perks

No experience required, pay is generally above minimum wage, jobs are often full time with regular hours (for example, 8am-5pm Monday through Friday)



### Hours

Full time, part time jobs, often Monday - Friday 8am-5pm



### Starting Pay

Starting wage estimate: \$11 per hour (\$22,880 yearly)



### Requirements

High School Diploma or Equivalency



### Education

No additional degrees or certificates necessary after High School or Equivalency completion



### Where to go in Western Maine

There are a number of larger health care facilities in Western Maine. Here are just a few that might have job openings for this role: Franklin Memorial Hospital, Western Maine Health, Franklin Community Health Network, Stephens Memorial Hospital, Western Maine Mountain Clinic













### Other things to consider...

It is helpful to have an understanding of Medical Terminology (many job descriptions say that this is "preferred"). You can learn online for free -- there are many videos on YouTube and websites available.

# MEDICAL CODING

## Job Description

Answering phone calls, scheduling, calling insurance companies, entering codes into the system accurately to bill for services, processing claims, maintaining patient accounts, audits records for completeness and accuracy

	<b>Work Settings</b>	Hospitals, Clinics, Physician practices, Surgery centers, Long-term care facilities, Home health agencies
	<b>Perks</b>	Learn valuable skills on the job, good pay, variable hours, opportunity for advancement, benefits for full time employees
	<b>Hours</b>	Full time, part time jobs, often Monday - Friday 8am-5pm
	<b>Starting Pay</b>	Starting wage estimate: \$15 per hour (\$31,200 yearly)
	<b>Requirements</b>	High School Diploma or Equivalency Coding Certificate (CPC - Certified Professional Coder or CCS - Certified Coding Specialist)
	<b>Education</b>	Coursework in anatomy & physiology, pathophysiology, pharmacology, medical terminology, reimbursement methodology, intermediate/advanced ICD diagnostic/procedural and CPT coding
	<b>Where to go in Western Maine</b>	<a href="#">Central Maine Community College</a> (CMCC) - you can earn either a <a href="#">Certificate</a> (32-33 credit hours) or an Associate's Degree (see following page) <a href="#">Kennebec Valley Community College</a> (KVCC) offers a 4 semester <a href="#">Certificate Program</a> for people currently working in the health care field (34 credits) CPC exams are offered frequently in Bangor, Portland, and Lewiston CCS exams are offered at Pearson locations in Bangor and Westbrook
	<b>Length of Program</b>	2 semesters full time Exam takes 5 hours and 40 minutes (150 multiple choice questions)
	<b>Cost of Program</b>	CMCC Certificate \$3,490 for in state tuition KVCC Certificate (34 credits) \$3,196 for in state tuition You will need to purchase books and other supplies (\$1,200) and pay additional school fees (for enrollment, parking, etc. may be up to \$500 total) To become a CPC you must take an exam through the <a href="#">AAPC</a> after completing your Certificate program \$380 To become a CCS you must take an exam through <a href="#">AHIMA</a> \$399
	<b>Other things to consider...</b>	Other professional certifications similar to the CPC or CSS are CCA (Certified Coding Associate), RHIA (Registered Health Information Administrator)

# HEALTH INFORMATION TECHNICIAN

## Job Description

Compile, maintain, and process medical records of patients consistent with requirements of the health care system. Compile, process, maintain, and report patient information for health requirements and standards consistent with the healthcare industry's numerical coding system



### Work Settings

Hospital, Home Health Care Agencies, Law Firms, Clinics, Mental Health Facilities, Physicians' Offices, Nursing Homes Health Maintenance Organizations, Software Companies, Consulting Firms, Private Insurance Companies



### Perks

Learn valuable skills on the job, good pay, variable hours, opportunity for advancement, benefits for full time employees



### Hours

Full time, part time jobs, often Monday - Friday 8am-5pm



### Starting Pay

Starting wage estimate: \$17.32 per hour (\$35,840 yearly)



### Requirements

High School Diploma or Equivalency  
Associate's Degree  
Registered Health Information Technician (RHIT) credential



### Education

Associate's Degree



### Where to go in Western Maine

[Central Maine Community College](#) (CMCC) - [Associate's Degree](#) in Medical Coding and Electronic Health Records  
[Kennebec Valley Community College](#) (KVCC) - [Associate's Degree](#) in Health Information Management (HIM)  
RHIT exams are offered at Pearson locations in Bangor and Westbrook



### Length of Program

CMCC: 2 years (4 semesters full time) 62-63 credits (available online)  
KVCC: 2 years (4 semesters full time) 68 credits



### Cost of Program

CMCC: \$5,796 for in state tuition (\$92 per credit hour)  
KVCC: \$6,256 for in state tuition (\$92 per credit hour)  
You will need to purchase books and other supplies (\$1,200) and pay additional school fees (for enrollment, parking, etc. may be up to \$500 total)  
[RHIT](#) exam through AHIMA \$299



### Other things to consider...

Following the completion of either of these programs, you may become certified as a CPC, CSS, CCA, RHIA (similar to Certificate program) or you may sit for your Registered Health Information Technician (RHIT) exam

# WHAT YOU CAN DO NEXT!

## LEARN MORE ONLINE OR IN PERSON

**Western Maine Area Health Education Center (AHEC)** to learn more about job shadowing, possible career options, how to get the education you need, and how to pay for it.

Visit the website at [www.franklinahec.org](http://www.franklinahec.org)

Call Tania Dawson, AHEC Director at (207) 779-2554 or e-mail her at [tsdawson@fchn.org](mailto:tsdawson@fchn.org)

**Adult Education** programs are a great resource for learning more about career options and what education you might need to pursue that career. There are many locations in Western Maine, including in Farmington, Mexico, and plenty more. Visit [maineadulted.coursestorm.com](http://maineadulted.coursestorm.com) to find out where classes are offered.

**Maine Career Center** to learn more about employment and training services. Located in Lewiston.

Visit the website at [www.mainecareercenter.gov](http://www.mainecareercenter.gov)

Visit the office at 5 Mollison Way, Lewiston, Maine

Call (207) 753-9001 or toll free at 1-800-741-2991

E-mail [lewiston.careercenter@maine.gov](mailto:lewiston.careercenter@maine.gov)

**If you are interested in working in the medical field, but are not sure that Health Information Technology is for you, you might consider:**

Lab tech, radiologic tech, pharmacy tech, pharmacist, or more direct patient care work such as a Direct Service Professional, Home Health Aide, Nursing Assistant (CNA), Emergency Medical Technician (EMT), Paramedic (EMT-P), Medical Assistant (MA), or Nurse (RN).